

Supplier Training

Instructor Led Training

Audiences:

- Supplier Users
- Support Desk

Today's Agenda

Module	Duration
<i>Welcome to SAP Fieldglass</i>	5 minutes
<i>Registration & Access</i>	10 minutes
Contractor Overview – (Managing Candidates; Onboarding; Assignment Management)	30 minutes
Named Worker Requests	10 minutes
Time/Expense and Invoicing	15 minutes
Reporting Basics	10 minutes
Total Duration	80 minutes

Ground Rules

Please help us create an effective workshop environment by actively participating in discussions, being present and engaged, and being on time from breaks.

Ask Questions



Try to avoid side conversations/chats



Turn off or silence all phones to avoid disturbances



Course Objectives

At the end of this course, you will be able to:

- Navigate and utilize SAP Fieldglass for the support of Contractors
- Understand how to respond to contract worker requests
- Understand how to manage contract worker assignments
- Understand how to submit time/expense
- Understand basic reporting functions within the system



Key Terms

Before we begin the course, let's go through some of the key terms used in the course:

Name	Description
Assignment	Refers to the job assignment in Fieldglass that the worker is completing
Business Unit	Refers to the Business Unit/Group that owns the Assignment in Fieldglass
Buyer Reference	Refers to the Staffing Supplier that is designated in Fieldglass
Contract Worker	Refers to the individual that has been selected to complete a contract assignment in Fieldglass
Cost Center	Refers to the Cost Center that the Assignment will be allocated to for billing in Fieldglass
Expense	Refers to the invoicing items outside of hours worked that a worker can enter in Fieldglass
ID	Refers to the unique identification number for assignments, workers, timesheets, etc. in Fieldglass
Miscellaneous Invoice	Refers to items that are invoiced for work that is not directly related to the worker's specific job in Fieldglass
Resource	Refers to the candidates submitted in Fieldglass

Source to Pay Overview

We are pleased to announce that we are moving to Kyndryl's own Source to Pay platform.

Supplier Project Notification

We are pleased to announce that we are moving to Kyndryl's own Source to Pay platform.

It will be independent from current solution provided. Thus, we will set up a new Trading Relationship between you, SAP Ariba and us.

Kyndryl and SAP Ariba have reached an agreement to provide you this service without any network fees associated with Kyndryl transactions only. (*)

We believe this shift will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities.

What does this mean for you?

Conducting business on the SAP Business Network will be required and your POs, invoices, acknowledgments, and ship notices will be transmitted using this platform.

When will this take effect?

We are targeting a cutover date from current business-to-business process in two activations in May and July 2023.

What will happen next?

You will have been contacted with important communications and instruction for joining the SAP Business Network. This includes establishing a trading relationship with Kyndryl on the SAP Business Network and configuring your SAP Business Network account.

Where do I find resources for suppliers?

Go to Kyndryl's [Supplier Information Portal](#).

Who can I contact if I have questions?

Get in touch by emailing:

Supplier Enablement Team: SupplierEnablement@kyndryl.com

Module 1: Registration and Access



Module Objectives

At the end of this module, you will be able to:

- Understand how to navigate within SAP Fieldglass
- Complete registration
- Provision and manage New User access
- Identify and act on your work items
- Will have observed a live demo within SAP Fieldglass

Provisioning New User Access

Supplier Administrative User

- The Supplier Administrator User is the contact that received the registration email for SAP Fieldglass
- That user was responsible for completing the initial registration process within the system and is the key contact within SAP Fieldglass for the Supplier Organization
- The Supplier Administrator is the only resource who can provision additional Supplier User access within the system
- Supplier Admins will also be responsible for ensuring that the supplier contact details are accurate and up to date; resetting user passwords; and editing profiles or access within the system

Provisioning New User Access

Supplier Administrative User

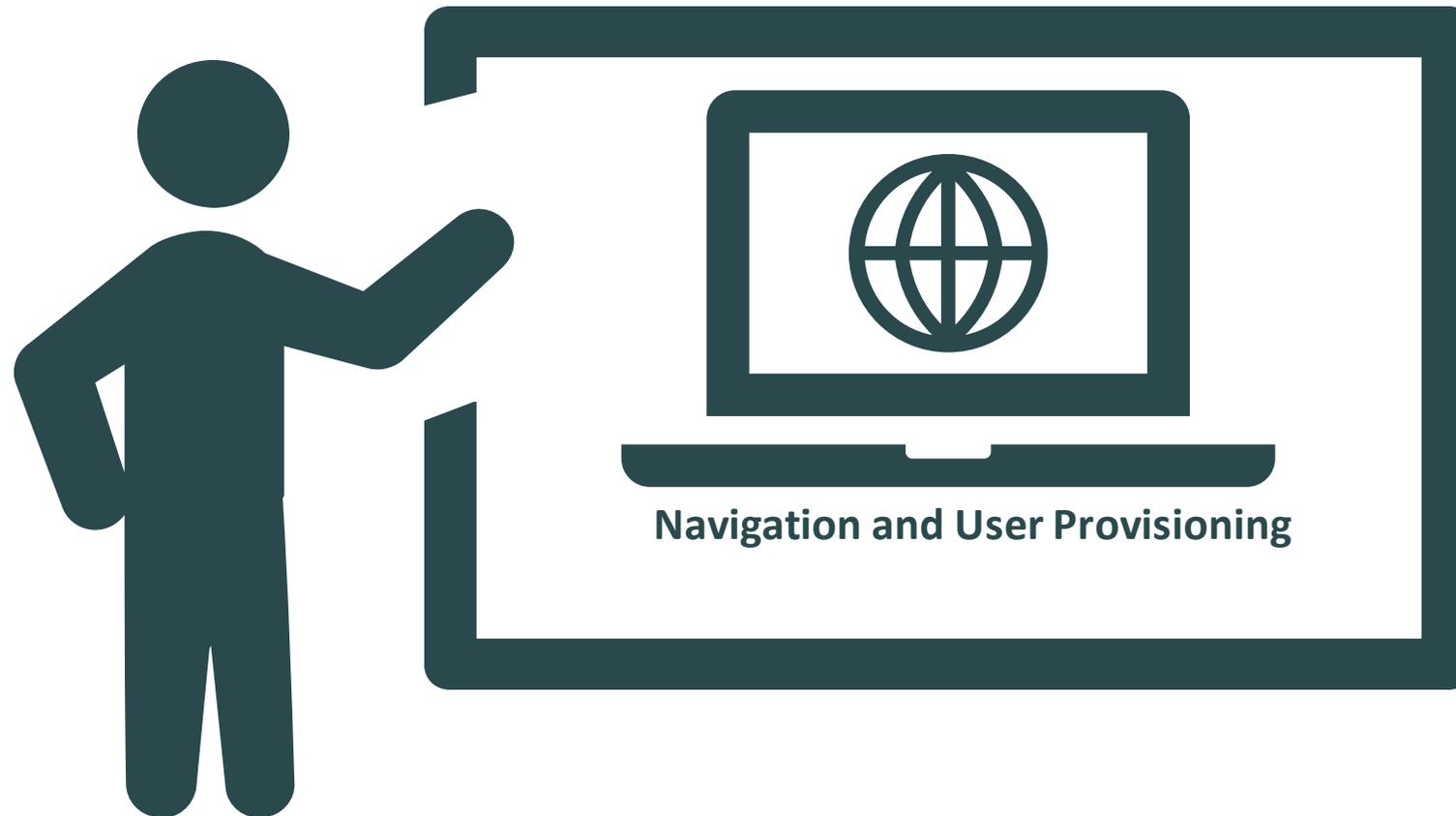
New User Setup:

- Click on the Admin icon in the upper right-hand corner
- Click the User link in the User section
- Click New
- Enter information into all required fields for each section within the page
- Once complete, click 'Add'
- The User account will be saved within the system and the new user will receive two invitation emails from SAP Fieldglass to complete the registration process

The screenshot displays the SAP Fieldglass Admin Configuration interface. At the top, a dark blue navigation bar contains a search box labeled 'Search by ID or text', a magnifying glass icon, a gear icon (highlighted with a red circle), a notification bell with '99+', a question mark, and a user profile icon labeled 'SB'. Below this, the 'Admin Configuration' section is visible, with 'User List' selected. A 'New' button is in the top right. The 'User List' table shows columns for Status, Name, Role, and Account, with a '2 Items Found' indicator and an 'Apply Filters' button. Below the table, the 'Add New User' form is shown, featuring a 'Back to List' button and an 'Account Setup' section with fields for Prefix (Mr., Mrs., Ms., Dr., None), First Name, Last Name, Username, Display Name, and Email.

SAP Fieldglass Demonstration

In this demonstration, the following task will be performed:



Module 2: Contractor Overview

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Module Objectives

At the end of this module, you will be able to:

- Respond to a job request
- Submit Candidates & Respond to Interview Requests
- Manage Onboarding/Offboarding
- Manage Worker Assignment

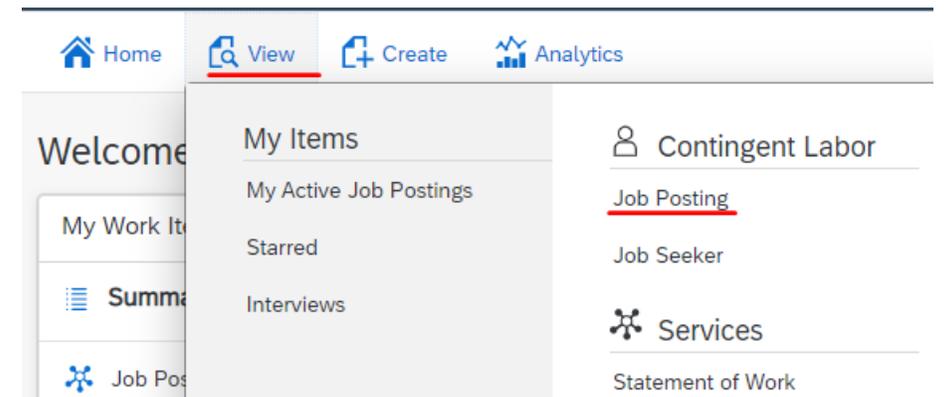
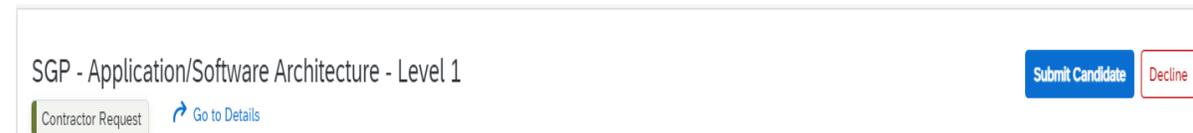
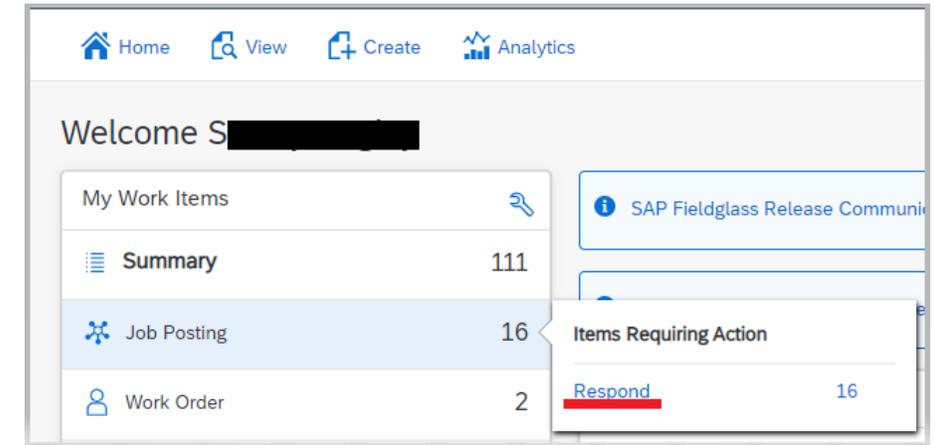
Responding to Job Requests

Supplier Users – All Roles (Dependent Upon Profile Associations)

New job requests will show within the Work Items along the left-hand corner of the page.

- Select 'Job Posting' and click on 'Respond' to review and respond to the job posting
- 'Submit Candidate' assumes you will support the role
- IF declining the role, click on 'decline'
- A reason for declining can be selected from the drop-down menu and any additional comments can be entered for the Kyndryl Manager.

*Job requests can also be viewed by selecting the View module and then clicking on Job Posting. All postings that you have access to will populate, and you can filter the view by the posting's status



Submitting Candidates & Responding to Interview Requests

Supplier User

Submitting Candidates:

- New or existing candidates can be submitted to job positions within SAP Fieldglass for the Manager's review
- Please ensure to enter all information accurately and use legal names
- Please note that all submittals will require an accurate security id
- Submittals should be limited to your top 3 most qualified candidates for the role

Submit Candidate

1 Setup 2 Rates 3 Review and Submit

Setup

Contractor Request (ID) Respond by Date Buyer
DNK - Application/Software Architecture- Level 1 (KYD:JP0000430) 2023-02-01 Kyndryl Deutschland GmbH

Details

1 Search Existing Workforce
Search all workforce records to determine if an individual has been previously submitted before creating a Candidate. Existing Workforce

Code (optional)
[]

First Name * [] Last Name * []

Confirming Interviews:

- Interview requests can be confirmed or proposed for rescheduling within Fieldglass.
- Select View and click on Interviews under 'My Items' to accept or decline and propose a reschedule for the Manager

Home View Create

Home

Interview

My Items

My Active Job Postings

Starred

Interviews

Period
2023-04-05

Status

Details Rate Details Interviews Tenure Approvals / Audit Trail Related

Interview Schedule

Worker 055, Denmark
BAS1JS00000033 Interview Schedule

Submitted

Accept Decline and/or Reschedule

Status	Next Step	Scheduler	Job Posting Status	Buyer
Submitted	Need to accept	[REDACTED]	Submitted	Kyndryl Deutschland GmbH (KYD)

Onboarding and Offboarding

Supplier User and Worker

Onboarding requirements:

- Requirements are listed within your contracts for support
- Within SAP Fieldglass, no background screening information will be housed but should be marked as completed and listed with the date of completion within the system along with any other required items
- All resources should clear background requirements prior to starting their assignments. Any discrepancies in the background requirements should be addressed within your internal compliance teams

My Work Items	
Summary	111
Job Posting	16
Work Order	2
Statement of Work	15
SOW Revision	5
Time Sheet	2
Worker Activity	60
Miscellaneous Invoice	1

Items Requiring Action

Mark as Complete 60

Status	Due	Actor	Code
Pending	2023-02-22	Supplier Account	Background Check

Offboarding requirements:

- When workers end an assignment, Suppliers should ensure that the end of assignment is communicated accordingly
- Also ensure that all time and/or expenses have been entered within the system

Work Orders and Assignment Revisions

Supplier User

The screenshot shows a navigation menu on the left with the following items:

Item	Count
My Work Items	
Summary	111
Job Posting	16
Work Order	2
Statement of Work	15

A pop-up window titled "Items Requiring Action" is displayed over the "Work Order" item, showing:

Action	Count
Accept	2

Work Orders:

- When a worker has been selected for hire, the Kyndryl Manager will create a work order for the assignment
- Work Orders will show within your work items for review and acceptance
- Review all details for accuracy prior to accepting the work order as the work order will house the assignment details (Name, start and end dates, and bill rates) within the system
- Suppliers can accept or decline the work order within the system
- Any work order which is declined should include a note on why it was declined
- *Work Order Revisions* are updates to assignments and used to amend end dates, bill rates, or occasionally work order owners or work locations
- Revisions will also need to be reviewed and verified by the Supplier prior to acceptance
- Revisions can also be found within your work items

SAP Fieldglass Demonstration

In this demonstration, the following task will be performed:



Module 3: Named Workers



Module Objectives

At the end of this module, you will be able to:

- Respond to a Named Worker Request
- Onboard/Offboard the Named Worker
- Manage the assignment

Responding to Named Worker Requests

Supplier User and Worker

Named worker request are workers named by the Manager who have previously been on assignment at Kyndryl. As of go-live, all current workers were uploaded to the system, so Named Worker requests may not show until immediately. The Manager may reach out asking you to add worker to FG using 'Create Workforce' as the historic data will not be in the system.

- HM will create a named worker request with a candidate (re-engage a person who previously worked there), this can appear as a normal new request
- Verify that the worker wants the job and complete submittal steps
- Upload a new CV/resume; verify security id; enter rates and submit

(This process may be initiated while the worker still on an assignment which is ending soon)

If the worker doesn't accept the request, please decline the job posting. The Manager will need to create a new one for any additional workers.

The screenshot shows a 'My Work Items' dashboard. At the top, there is a search icon and a notification for 'SAP Fieldglass Release Communi'. Below this, a table lists work items: 'Summary' (128), 'Job Posting' (15), and 'Statement of Work' (2). A dropdown menu is open over the 'Job Posting' row, showing 'Items Requiring Action' and a 'Respond' button with '15' items.

The screenshot shows the 'Submit Candidate' form, Step 1: Setup. It includes a 'Setup' section with fields for 'Candidate Request ID', 'Request By', 'Request Date', and 'Requester'. Below this is a 'Details' section with fields for 'First Name', 'Last Name', 'Address', 'Employer ID', 'Country/Region ID', 'Region', 'Country', 'Region of Origin', 'Security ID', and 'Candidate Security ID'. There are 'Submit' and 'Cancel' buttons at the bottom.

The screenshot shows the 'Submit Candidate' form, Step 2: Rates. It includes a 'Rates' section with fields for 'Rate Category', 'Rate', and 'Rate Type'. There are 'Submit' and 'Cancel' buttons at the bottom.

A green success message box with a checkmark icon and the text: 'Success! Your Candidate has been submitted successfully.'

Onboarding/Offboarding and Assignment Management

Supplier User and Worker

Onboarding requirements:

- Requirements mirror those listed within your contracts for support
- All resources should clear background requirements prior to starting their assignments. Any discrepancies in the background requirements should be addressed within your internal compliance teams

Offboarding requirements:

- When workers end an assignment, Suppliers should ensure that the end of assignment is communicated accordingly
- Also ensure that all time and/or expenses have been entered within the system

Assignment Management:

- Work Order Revisions are updates to assignments and used to amend end dates, bill rates, or occasionally work order owners or work locations
- Revisions will also need to be reviewed and verified by the Supplier prior to acceptance
- Revisions can also be found within your work items

SAP Fieldglass Demonstration

In this demonstration, the following task will be performed:



Module 4: Time/Expense and Invoicing

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Module Objectives

At the end of this module, you will be able to:

- Submit Time/Expense
- Miscellaneous Invoices
- Invoicing

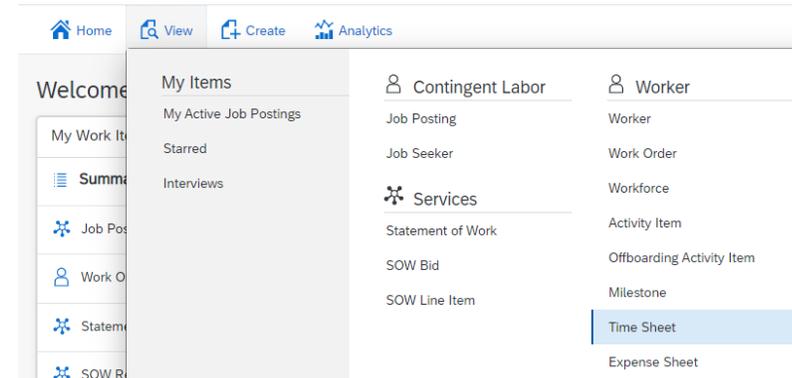
Submitting a Time/Expense

Supplier User and Worker

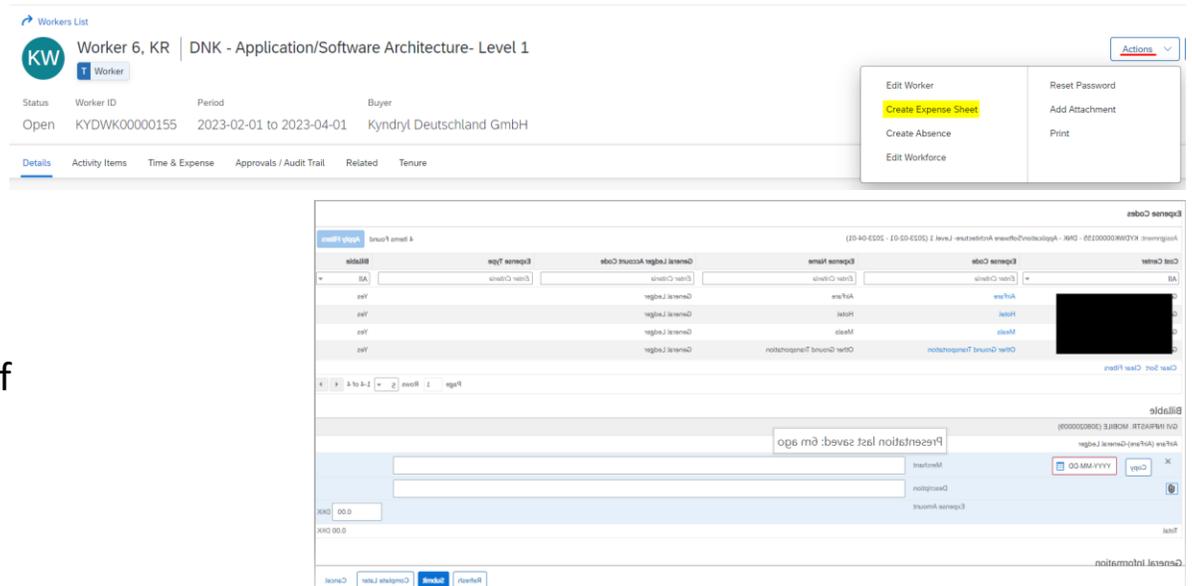
- Time and/or Expense entries can be submitted by the worker directly or by the Supplier on behalf of the worker
- Timesheets can be accessed for the assignment dates and current period
- Supplier Administrators should ensure to review and audit time sheets and draft timesheets within the system
- Expenses may or not be a part of the resources assignment and will require documentation for approval. Expense entries will be submitted to the Hiring Manager for review and approval
- Miscellaneous invoices may be used to submit items which don't have expense codes and have been agreed to as a part of the assignment. Miscellaneous invoices will route for approval and payment in the same manner as the time and expense sheets



Timesheets can be accessed, edited, and submitted from the view module within the system. Suppliers also can view all draft timesheets for their resources.



Expense sheets can be accessed via the 'Actions' within the worker's record.



Invoicing

Supplier User

The invoicing process will begin in SAP Fieldglass via the submittal and approval of time sheet entries, expense sheet entries, fees, and any miscellaneous invoices.

All time, expenses, fees, and miscellaneous invoices will be submitted within the system by the Worker or Supplier and routed to the assignment manager for review and approval. Once approved, the invoice process will begin.

There are currently 3 Invoicing Processes in place for the program:

1. **Fully Integrated**

- in this process, once submitted entries are approved, taxes are allocated within SAP Fieldglass and the base invoice is created. The Supplier User will need to 'create' the invoice within the system, which will route all approved entries to Ariba for processing directly.

(Singapore, Denmark, Germany, Hong Kong, Luxembourg, Switzerland, Netherlands, Sweden, Belgium, France)

2. **Partially Integrated Invoice**

- in this process, once entries are approved, the Supplier User will download the invoice data from SAP Fieldglass and send to the government site for processing. Once confirmation has been received from that site, the Supplier User will need to 'create' the invoice within the system. The invoice will flow through Kyndryl's systems for processing and payment.

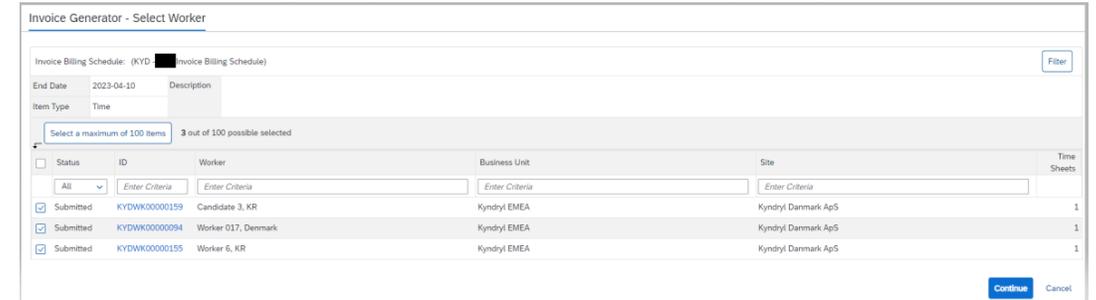
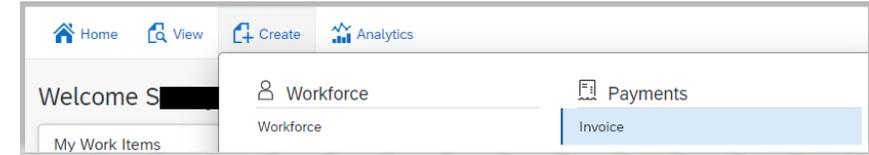
3. **Proforma Invoice**

- in this process, once approved within SAP Fieldglass, the Supplier User will gather all data for the pro forma invoice creation and submit to applicable site (Kyndryl; Government; Etc.). Kyndryl will process for payment.

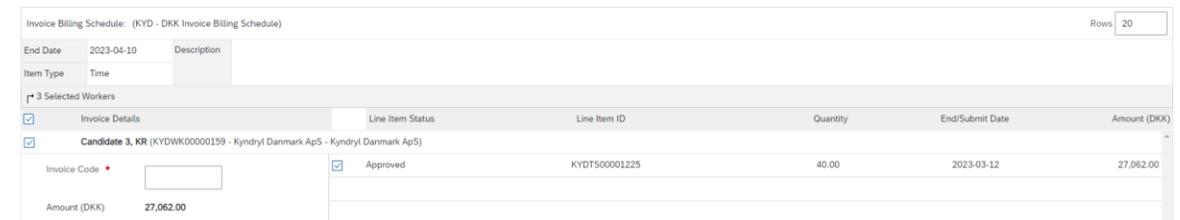
Payment Request

Supplier User

- To create the invoice, the Supplier User will need to login to SAP Fieldglass and select 'Create' and select 'Invoice' to get the invoice created
- Select the approved time/expense sheets; fees; and miscellaneous invoices which will be included within the submitted invoice
- Enter an invoice code for reference and select 'submit' to generate the invoice within SAP Fieldglass

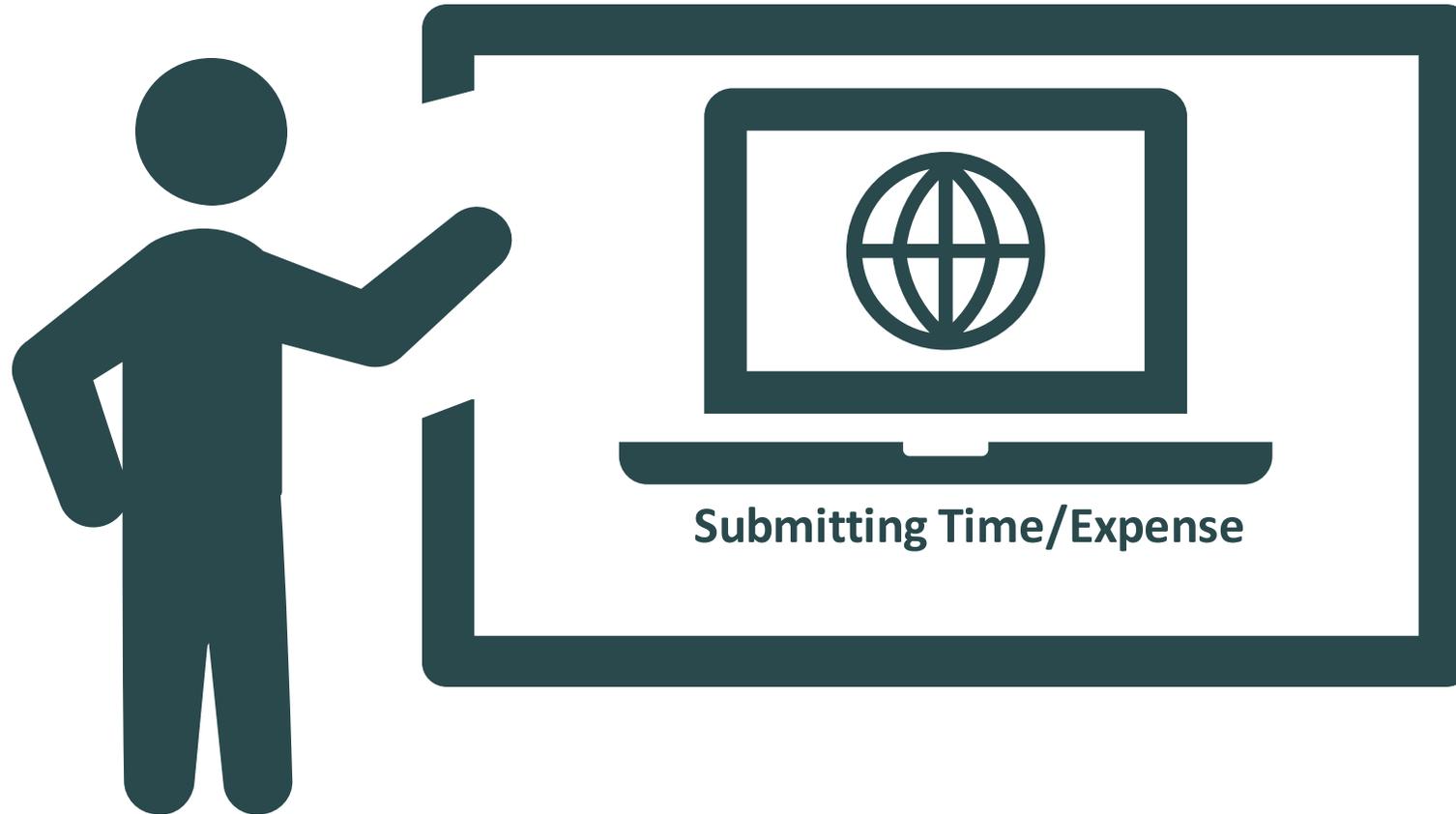


Invoice Generator - Select Line Items



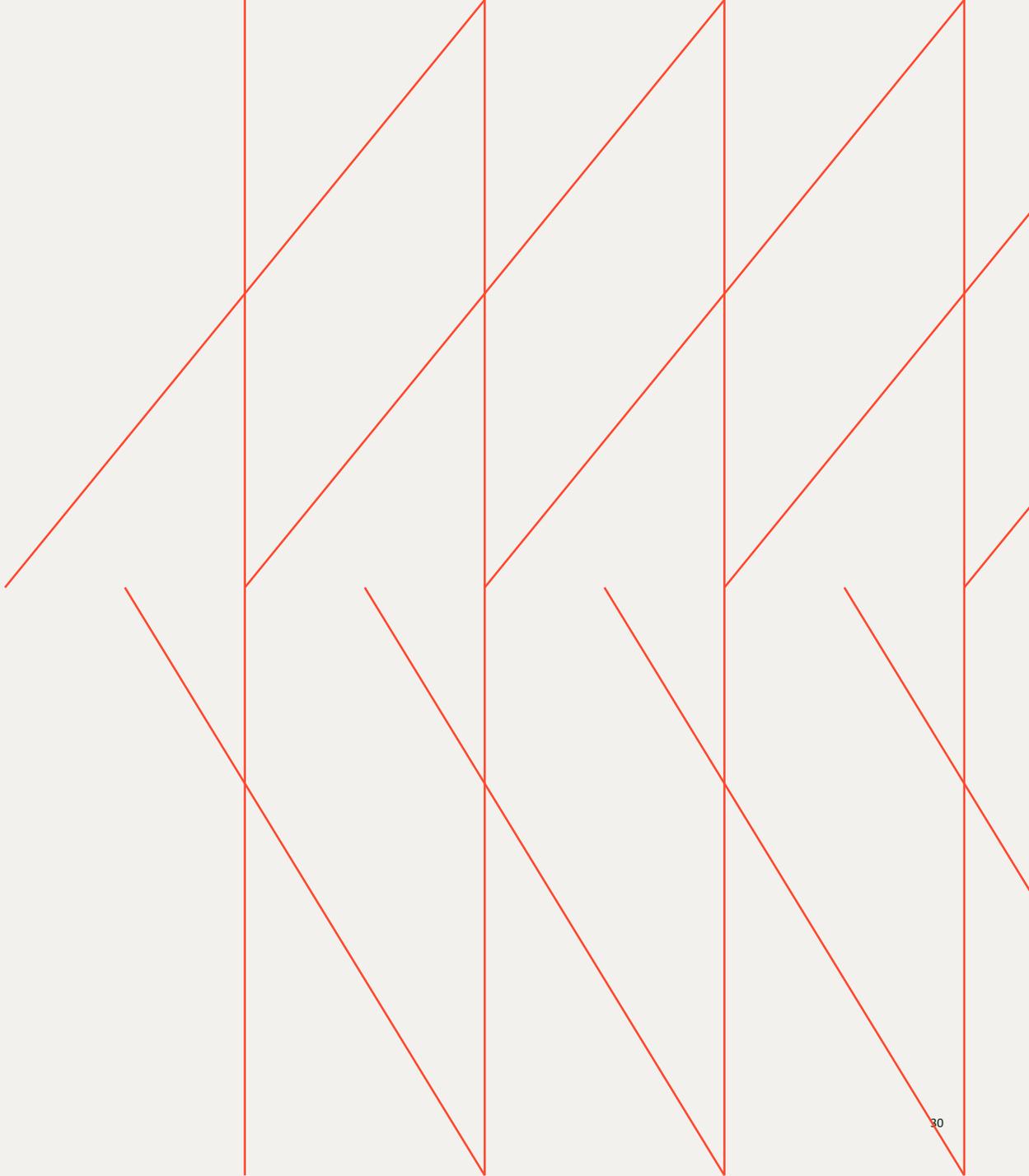
Demonstration

In this demonstration, the following task will be performed:



Module 5: Reporting

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Module Objectives

At the end of this module, you will be able to:

- Run reports within the SAP Fieldglass

Reporting Review

Supplier User

- Within the 'Analytics' module there are predefined reports available for reference
- Reporting capabilities are limited to user role preferences and profile associations
- All reporting can be edited to add additional fields or modules per user preference
- Within the selected report, click the 'edit' option from the upper right-hand corner
- Additional field options will populate on the left side of the screen
- Drag and drop within the report accordingly

The screenshot displays the 'Draft Time Sheets' report interface. At the top, there is a 'Go to List' link and the report title 'Draft Time Sheets'. Below this, there is an 'IMPORT' section with 'Run', 'Edit', and 'Actions' buttons. The main area is titled 'Edit Report' and contains a 'Fields' list on the left and two tables for 'Groups' and 'Columns' on the right.

Fields List:

- Work Order
- Work Order Owner Email
- Work Order Owner Username
- Base Data
- Previous Work Order Owner Email
- Previous Work Order Owner Employment

Groups Table:

Module	Data Field Name	Display Name	Sort Order
Time Sheet	Currency	Currency	ASC
Worker	Site	Site	ASC

Columns Table:

Module	Data Field Name	Display Name	Sort Order
Time Sheet	Time Sheet ID	Time Sheet ID	
Worker	Worker	Worker	
Time Sheet	Time Sheet Start Date	Time Sheet Start Date	
Time Sheet	Time Sheet End Date	Time Sheet End Date	ASC

Additional options at the bottom of the Columns table include: Summary Function (optional), Suppress Duplicates (optional), and Word Wrap (optional).

Reporting Review

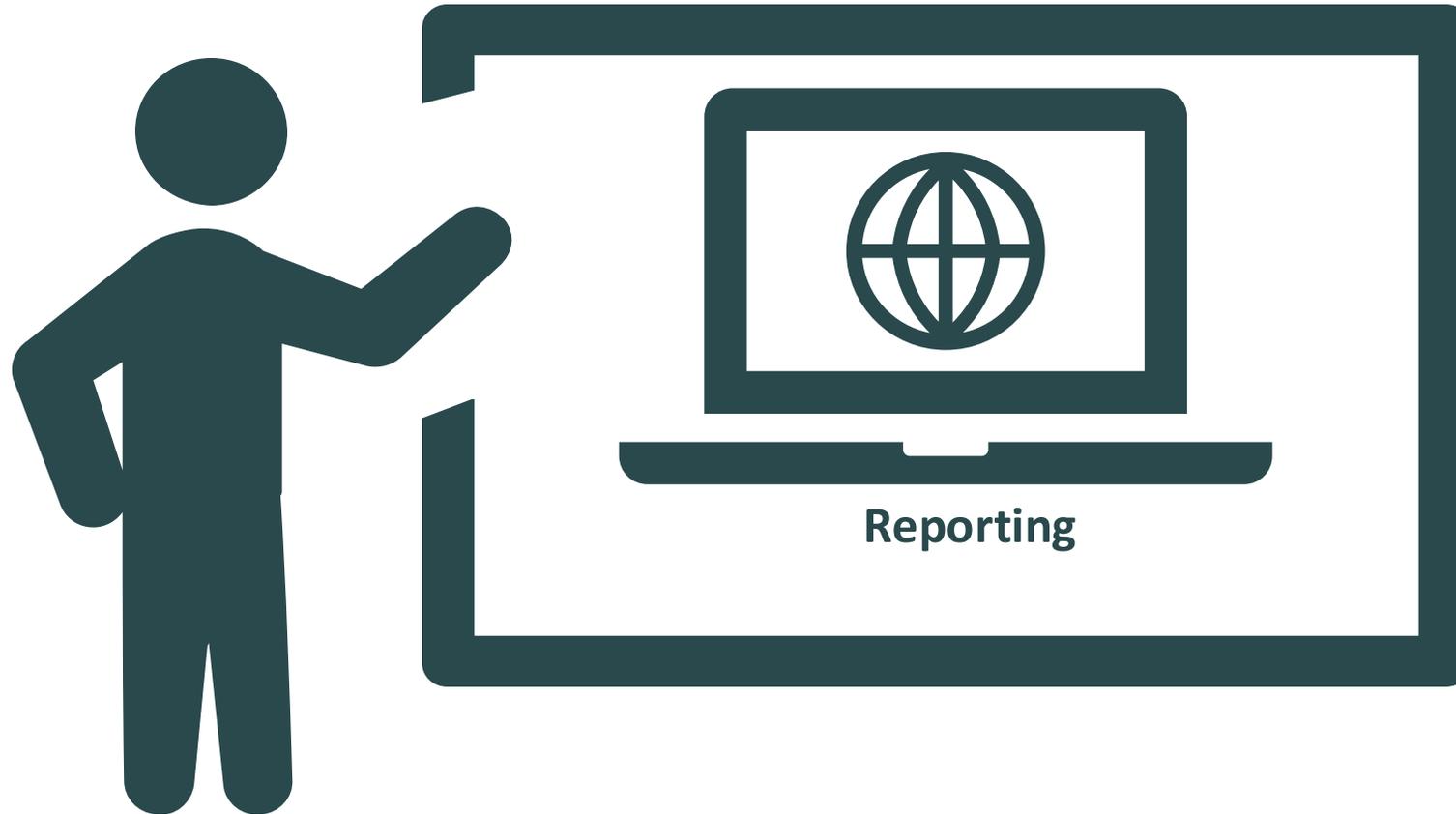
Supplier User

- Reports can also be scheduled to run automatically within the system
- Within the selected report, click on 'schedule report' from the actions drop down
- All required fields for the schedule are listed in red and will need to be completed prior to saving the setup
- User will determine the frequency; start date; and delivery of the scheduled report

The image shows two screenshots from a web application. The top screenshot is the 'Draft Time Sheets' report page. It features a 'REPORT' header, navigation tabs for 'Details', 'Related Items', and 'Previous Runs', and a 'Filter Sets' dropdown menu set to 'Draft Time Sheets-DEFAULT'. An 'Actions' dropdown menu is open, showing options like 'Set Up Home Page', 'Schedule Report', and 'Copy Report'. The bottom screenshot is the 'Schedule Report' configuration page. It includes a warning message about automatic execution, a table with columns for 'Name' and 'Folder', and a 'Scheduling' section with fields for 'Turn On Scheduling' (radio buttons for Yes/No), 'Schedule Name' (text input), 'Delivery Type' (radio buttons for URL/Attachment), 'Frequency' (dropdown), 'Start Date/Time' (calendar and dropdown), and 'Email Addresses' (text area). A 'Remaining: 2000' indicator is visible at the bottom right of the email address field.

Demonstration

In this demonstration, the following task will be performed:



Course Summary

Now you know how to:

- Navigate within SAP Fieldglass
- Respond to Contract Worker Requests
- Submit and Manage Candidates within SAP Fieldglass
- Submit Time/Expenses and Payment Requests
- Reporting Basics





Thank You!